Number of Surveys Sent During Period: 37,922
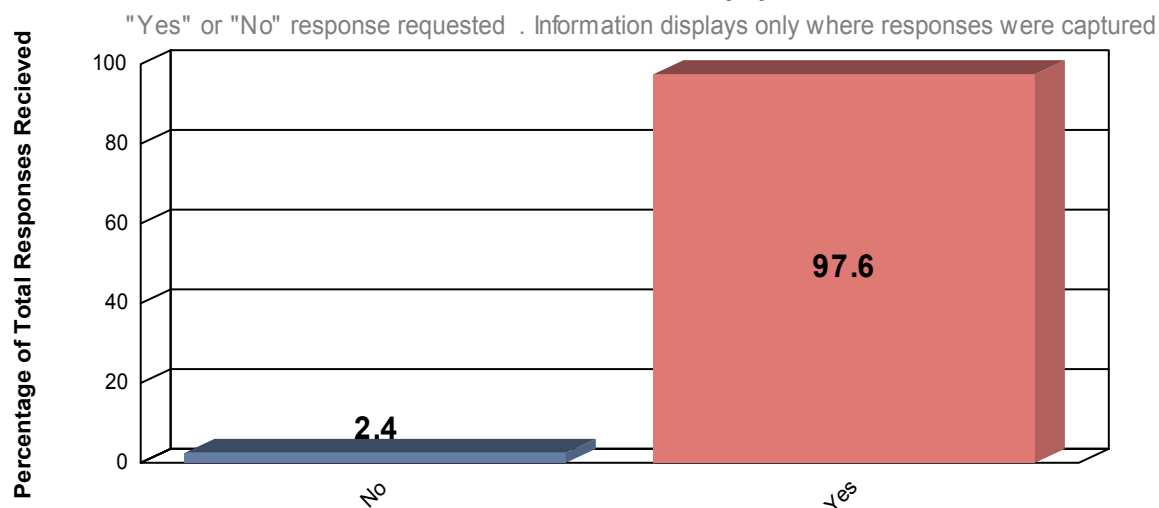**Number of Surveys Returned: 916**
Rate of Return: 2.40 %

Were the Consultant (s) Courteous?

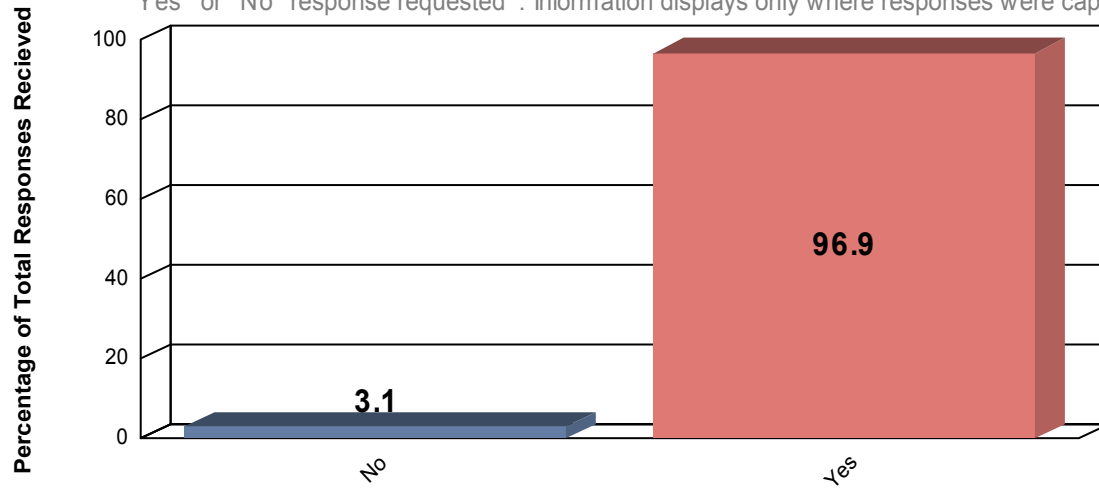"Yes" or "No" response requested . Information displays only where responses were captured .

Responses to Additional Questions Asked When Response was "No"

Service Ticket Number	Explanation of Why Consultant(s) Were Not Courteous
ST1921700	This should be N/A. i never made this request. i have no idea what this order is concerning. this is the second time that i r
ST2007050	I have no clue about this request.
ST2025643	Did not make ther request....
ST1575916	This is an old ticket from some time ago that was sent to me... I think there was a mistake made.
ST1950786	I got no response to my initial query. That is rude.

Did the Consultant (s) Understand the Problem/Request?

"Yes" or "No" response requested . Information displays only where responses were captured .

Percentage of Total Responses Recieved

No	3.1
Yes	96.9

Responses to Additional Questions Asked When Response was "No"

Service Ticket Number	Explanation of Why Consultant Did Not Understand the Problem/Request

ST1911274	The consultant said it was a password problem when I had people on my end verify that it wasn't a password problem.
ST1971960	I never heard from the consultant until 10 days later. I was able to figure out what I was doing incorrectly so that I could ac
ST1991472	I am locked out of the Administrative Database, not the IntraMall system.
ST1902799	The consultant did not understand what I needed and rather than admitting that she did not understand, she tried to shift the bl
ST1911336	The consultant did not seem to understand the problem and continued to suggest solutions that I had already tried on several occ
ST1948709	The analyst tried to help, but it wasn't quite enough, so I replied back with more information. I didn't hear back from them af
ST1983379	I was talking about a non-federal computer located at a business - I thought this might be a secuirty problem - she did not thin
ST1971120	When we received the errors message from grants.gov it gave this email as the one to use for questions. Obviously there seem to
ST1976348	placed me on hold and I was disconnected - had to call another consultant
ST2007050	I have no clue about this request.
ST1575916	No
ST1916542	I asked for a pst file to be retored and my mailbox was restored.
ST1950786	No response to initial query. I was asked weeks later if it had been resolved. I responded. I was asked a second time.
ST1994566	discussed in previous survey.
ST2003430	He didn't understand what was going on. I support production webservers and needed more info tha was in the email. We have had
ST1890409	MS Outlook failed to send an email reply message, giving only a cryptic message that the operation failed. I tried bringing mai
ST1913758	The GMail address was removed, but with the removal of the address from the GAL, the automatic forward to it was also removed. I

Was the Problem /Request Resolved in a Timely Manner?

"Yes" or "No" response requested . Information displays only where responses were captured .

Percentage of Total Responses Recieved

No	1.7
Yes	98.3
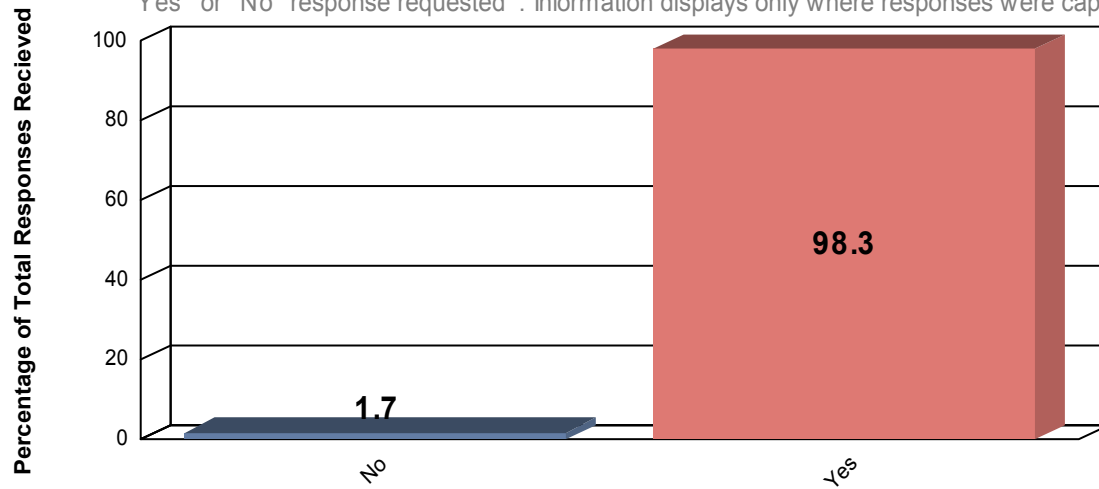
Responses to Additional Questions Asked When Response was "No"

**Service Ticket Number**   **Given the Nature of the Problem/Request, What Would You Expect to be an Accepatble Amount of Time for This Specific Issue?**

ST1984231	No Answer
ST1902799	Other (Specify)
	She had me on hold for quite a long time as she "checked into the issue"
ST1911336	Less than 1 hour
ST1948709	No Answer
ST1983379	No Answer
	I dont think it was resolved to my satisfaction - however, after a few minutes, I was not getting any where, I stopped
ST1575916	Immediately < 15 minutes
ST1897311	No Answer
ST1916542	Other (Specify)
	There is a 7 day limit on restores of pst files. I has to be done in that time frame
ST1950786	Less than 1 hour
ST1953293	No Answer
ST1994566	Less than 1 hour
	discussed in previous survey.
ST2000965	No Answer
ST2003430	No Answer
ST2015913	No Answer
ST1890409	Other (Specify)
	As the problem was never properly diagnosed, I don't know how long it might reasonably take.
ST1913758	No Answer

ST2016891	Less than 1 business day
	The request was put in on March 9th, 2006 and I recieved no contact or anything else regarding the request.
ST1911274	Less than 1 business day
	The amount of time is not an issue. It's understanding the problem
ST1971960	Less than 1 hour
	Suggest adding a similar question to the FAQ list.
ST1991472	Immediately < 15 minutes
	Should have advised me to call ADB support directly; not kept me on hold while he called them - then tell me to send a fax.
ST1991524	No Answer
ST2007050	No Answer
	I have no clue about this request.
ST2025643	No Answer
ST1894258	No Answer
ST1921700	No Answer
ST1971120	Other (Specify)
	The problem is still not resolved. I don't think asking us to ask someone else is a solution. We have now submitted this 7 times
ST1976348	Immediately < 15 minutes
ST1979181	No Answer
ST2002888	Less than 1 hour

Did You Feel That You Received Effective Support from All the Consultants Who Handled Your Problem/Request?

"Yes" or "No" response requested. Information displays only where responses were captured .
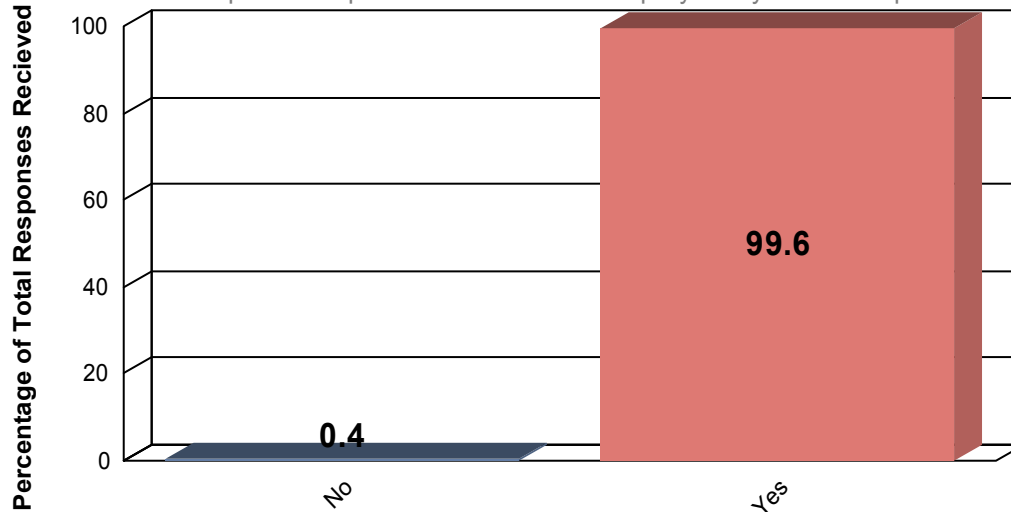
Responses to Additional Questions Asked When Response was "No"

Service Ticket Number	Which Consultant(s) Was Not Effective?
ST1575916	Other (Specify)
ST1898414	The Consultant who resolved the problem/request
ST1950786	NIH Help Desk Consultant
ST1921700	No Answer
ST1991524	No Answer
ST2007050	Other (Specify) I have no clue about this request.
ST2025643	No Answer

Was the Problem /Request Resolved to Your Satisfaction?

"Yes" or "No" response requested . Information displays only where responses were captured   .

Percentage of Total Responses Recieved

100		
80		
60		
40		95.4
20		
0	4.6	
	No	Yes
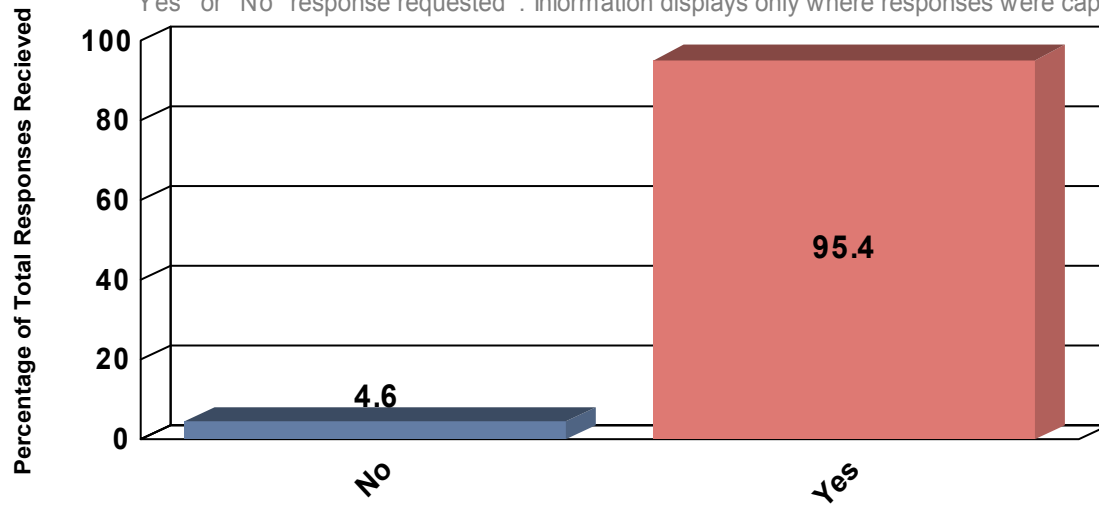
Responses to Additional Questions Asked When Response was "No"

Service Ticket Number   **Would You Like to Reopen Your Service Ticket?**

ST1575916	No
ST1893928	No
	A new ticket must have been opened because Umair came up and completed what I didn't know I actually started. Thanks Umair.
ST1902747	No
	I was never able to log on! He said, just keep trying and we did with 4 different computers and none worked.
ST1910378	No
ST1916542	No
ST1931061	No
ST1950786	No
ST1959689	No
ST1973732	No
ST1987965	No
ST1994566	No
ST2003430	No
ST1889532	No
ST1906690	No
ST1907187	No
ST1955255	No
ST1973491	No

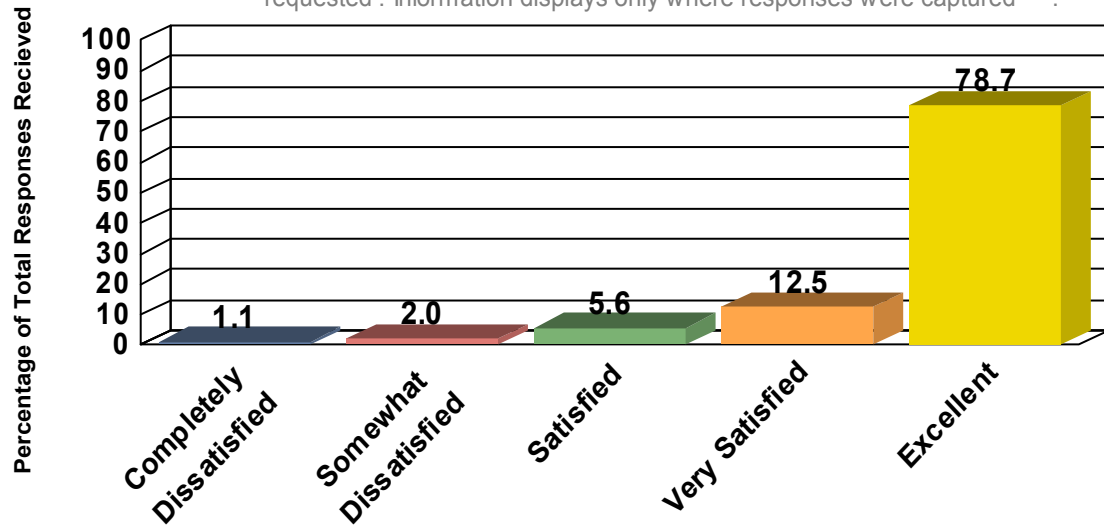|	
ST1977381	No
ST1984093	No
ST2008667	No
ST1854467	No
ST1889511	No
ST1905807	No
ST1927088	No
ST1933180	No
	No one showed up to take a look at the problem. In the meantime, the issue resolved on it's own. I closed the ticket because it
ST1940157	No
ST1956510	No
ST1973898	No
ST1991524	No
ST2007050	No
	My phone number is 301-402-7869. I have no clue who submitted this request in my name. I would like to know how someone makes
ST2015708	No
	I'm going to have someone else enter my EHRP actions. The system is much too difficult for me to use.
ST2025643	No
ST1881920	No
ST1916515	No

ST1949344	No
ST1990153	No
ST1856452	No
ST1896334	No
ST1902799	No
	I fixed the problem myself while on hold.
ST1903291	No
ST1911336	No
	No method...I'll try other avenues.
ST1912204	No
ST1917593	No
	I they are not willing or able, why waste everyone's time?
ST1920214	No
ST1921537	No
ST1931513	No
ST1948859	No
ST1976632	Yes
	by phone 410-550-2888
ST1983379	No
	Maybe I'm making more of this than is necessary - but I think it is a problem 301 435-7633
ST1890779	Yes
ST1906381	No

ST1911274	No
ST1914523	No
ST1942037	No
ST1946848	No
ST1955429	No
	I talked with my AO Waquita Smith and she corrected my email address.
ST1971960	No
ST1991472	No
ST1997103	No
	I called t-mobile and problem was solved by them.
ST1890409	No
	I've already spent too long on what I expect is just another one of those MS glitches -- would be nice to know what it was, but
ST1895515	No
ST1913510	No
ST1928323	No
ST1951064	No
ST1980132	No
ST1984457	No
ST2016891	No
	Because without secure email I have to go through other individuals for emails regarding appt schedules and if this person is no
ST1888505	No

ST1894258	No
ST1921700	No
ST1934535	No
	Renee Edwards solved the problem.
ST1935313	No
ST1971120	No
	If you are telling me that you can't help me - why would I reopen the ticket.
ST1976348	No
	I called another consultant who was able to resolve in less than 5 minutes
ST1979181	No
ST1982278	No
	I am not sure that this problem can be solved, so i have to find other solutions.some problems can not be resolved but the custo
ST2002888	No

How Would You Rate Your Overall Customer Experience?

"Completely Dissatisfied ", "Somewhat Dissatisfied ", "Satisfied ", "Very Satisfied " or "Excellent " response requested . Information displays only where responses were captured   .

Percentage of Total Responses Recieved

Completely Dissatisfied	1.1
Somewhat Dissatisfied	2.0
Satisfied	5.6
Very Satisfied	12.5
Excellent	78.7

Service Ticket Number	Comments/Suggestions
ST1853279	Ray is the best it support person I've encountered in a long time. I'd spoken with two other tech support people prior to him trying to resolve the problem, neither fixed the problem and spent hours trying. Thanks Ray!
ST1863504	It actually took forever to figure out, but that wasn't Jason's fault it was just a weird situation that hadn't happened before I guess. All good now. Jason is very good at what he does. Very professional and seems dedicated. He is always quick to respo
ST1881590	Good job!
ST1891072	I would say that Mr. Woo is an incredible asset to your department. He is prompt, professional and courteous. I always feel confident when he comes to resolve a problem--it is always solved.
ST1895977	I find that CIT does an excellent job consistently. I am very grateful to them.
ST1898276	Thanks! --Martha
ST1899068	Great help. Thanks a lot!
ST1901579	I'm not completely sure the tech understood what was going on. This problem occurred a month or so ago and was supposedly fixed then. It reoccurred this week. I hope it really is resolved this time. Call me if you wish 496-7474
ST1902073	great - on-the phone service!
ST1902603	Ray Danner is a Great level 3 technical support asset to NIH.
ST1905347	Thank you! to Mr. Jason Woo. Always very helpful
ST1906227	Excellent very patient assistance!
ST1906472	I was intially asked to wait for a local service visit. This was unnecessary as indicated by the case log. Local support visits should be reserved for hardware issues and other situations that cannot be resolved over the phone. Keep up the great wo
ST1912801	perfect
ST1913669	CIT employee provided excellent support

ST1914986	Thank you
ST1917765	It turns out that a cluster problem was occurring at the same time I was on the phone with Support. The person weas very helpful. Thanks
ST1921716	This inquiry was on-line therefor question #1 did not apply. The questionaire should have a different version for on-line interaction only.
ST1926675	Overall a great experience. The Help Desk tech came very quickly and resolved the problem in a very competent manner. I am very impressed with his skills.
ST1932073	Drew McMillen is a god!
ST1936012	Excellent help as usual. Thank you.
ST1944545	Super assistance provided and thank you.
ST1946500	The support that I receive from CIT has been excellent. I appreciate this service.
ST1954454	Please let Jamie Diaz know how much I appreciate his timely and professional assistance in solving my VPN connection problem. He should be commended for sticking with me during an aggrevating problem that ran him into a Friday evening. I know he didn't
ST1955315	I thought that "David" did a very good and efficient job in getting me set up. I also found him to be very friendly and helpful.
ST1965244	Was on the phone on hold for a while (a couple of muzak songs) to be emailed a form I could have gotten off the web quicker.
ST1970789	I would like Daisy Aniebonam to cantact me directly. Please call @240.723.0405. Thank you, Elliott Ware CIT/OD -VSCT
ST1976887	Thank you very much!
ST1982907	We need more Mac guru like you! A lot of time the first line help desk staffs assume everybody is using PC, but NO! We have whole lot of scientists that are Mac users!
ST1983333	In my opinion, David Gellner went "above and beyond" to help resolve this issue for me. I appreciate his courteous manner.

ST1984543	Thanks for the prompt & courteous support!
ST1984626	Jaime Diaz did a great job identifying the source of the problem. Thanks much!!
ST1986011	CIT staff are always quick and find the most expeditious way of solving the problem. They are always patient and courteous. I appreciate knowing there are "out there" to help us. Thanks. Keep up the good work.
ST1988096	Thank you, I was so afraid I would lose the document changes if I ended the nonresponding task. Technician assured me there was a backup and there was!
ST1990534	I always receive excellent help. Thank you.
ST1991790	I have always received excellent assistance from the Help Desk, and I am very pleased that you're here at "arms reach".
ST1992533	Ron always does an exemplary job! We are fortunate to have him.
ST1993436	very helpful and courteous and knowledgeable
ST2011745	Darryl (I hope that was his name) was extremely professional, courteous and smart!
ST2021061	Please update instructions in http://kb.cit.nih.gov/ww2_record_cit.asp?id=4055 to relect the correct email address people should send reports to (SPAMreports@mail.nih.gov)
ST2023363	Thank you.
ST2025664	I appreciated very much being able to talk to a real person at the help desk rather than just getting an automatic reply via email. It turns out that this brought the problem to their attention as it was affecting others as well.
ST1891797	She was VERY helpful!
ST1893483	Jason Woo has consistently figured out ways to problem solve.
ST1895917	the technican was quite courteous and patient
ST1901457	Thank you for your assistance. I also had assistance from the NINDS staff to further clarify the use of the drives.

ST1901902	Jian is superb! Don't lose him.
ST1908202	Both gentlemen that contacted me today were very pleasant and got my issues resolved in a very timely manner.
ST1908441	Hello, Although the representative was no so familiar w/ my needs, he did what he had to do to get the answer. It was done very quickly -- big plus. However, it's odd that in your survey, "Was the problem/request resolved to your satisfaction?" was a
ST1908989	Brad Knetl is the consultant - he is timely, patient, responsive, pleasant and effective. He is very solution oriented - great customer service.
ST1910188	Always available and helpful.
ST1912736	MY QUESTION WAS ANSWERED WITH GREAT DISPATCH AND I am thuroughly pleased.
ST1913531	perfect
ST1916903	keep up the good work! great support !
ST1919224	This crew is so polite and professional, I am grateful for all of them.
ST1920779	Initial notification was not requested since Brightmail had been installed on a previous ticket, causing a question, which was adequately answered. Thanks.
ST1926818	angela and de Paul were very courteous, despite my several failed attempts to log in. I am very appreciative of their assistance.
ST1927551	good job!
ST1931539	Thank you! Jeff went above and beyond what was required and I am extremely grateful!
ST1931645	Chris always adresses problems promptly and efficiently. He's extremely knowledgable about this job.
ST1935569	Excellent help as usual.
ST1937623	Todd was very knowledgeable, helpful and courteous as he walked me through the process of accessing MicroSoft Outlook files via remote apps. Thanks again! Sincerely, Dianne Gray

ST1939194	Thanks Umair, didn't know there had been a power surge. Restarting worked.
ST1939388	Manjula has always been very receptive and timely in meeting my IT needs. She is wonderful
ST1946368	I waited three weeks to have my phone hooked up, and then only one line was hooked up when I needed two. I don't think that is the Help Desk's fault. But the problem is that fixing it falls to you guys, and in the process of trying to get my secondary lin
ST1946766	none
ST1948432	As usual, great service to find the source of and solution to the problem. The Help Desk is an amazing resource! Everyone is terrific.
ST1959593	Darrell was very nice and extremely helpful. It was a pleasure to work with him in resolving my password problem.
ST1959826	Alex was extremely fast, understanding, knowledgable, polite, effective. Appreciated. Val
ST1962655	The problem was resolved but only after I called the assistance number on the ADB keyword e-mail because when I tried to change my password it wouldn't work. The consultant had to change the password for me.
ST1962975	I truly received outstanding support, and i am very appreciative! :)
ST1967176	None
ST1967439	The people who helped with moving our telephones were terrific. Everything was completed exactly as I requested. I very much appreciate the special service given to me since I am out of the office much of the time.
ST1968633	Thanks for making human beings available to respond to questions!
ST1973808	Thanks for the help. It is most appreciated on this end.
ST1978236	Thanks very much.
ST1980450	well done.
ST1983809	Thanks.

ST1987526	CIT is doing an excellent job. I am always satisfied with their prompt response. Thanks.
ST1988286	Dan Gange was incredible. I was very anxious about doing this VPN set up and have been home sick. He walked me through some difficult hurdles and set it up for me. I couldn't have asked for a better guide or expert assistance on this. I wish I cou
ST1997410	Paul Cole continues to give excellent service.
ST1997802	none
ST2001505	VERY IMPRESSED WITH THE RESPONSE TIME.
ST2002378	Luther Flannigan answered my request by giving me an alternative solution that I wouldn't have even thought about. Because of his extra effort, an employee will be recieving approximately $500 in lost pay. I can't tell you how much it meant to me for Lu
ST2002709	The help desk number could be displayed on the desktop.
ST2004082	Thank you.
ST2005166	Problem was corrected by removal of software. Would have been nice to figure out what was causing the problem so that the software could have been left on the computer, but as long as the issue was resolved, it is ok
ST2006840	Tech was professional, responsive and quick!
ST2009271	The assistnce I received was excellent. Whomever helped me, was able to overcome my high-tech ignorance.
ST2009624	The NED staff was very helpful in allowing a NIDDK staff member in Phoenix, AZ the ability to pick up his Campus ID Badge when he next comes to the NIH Campus. He cannot come anytime soon he said, but he appreciates the fact that his new ID Badge is bein
ST2011664	Pam Davis is just always spectacular. She is very knowledgeable and is able to explain the most complicated (to me!) IT issues easily and helps me find soluations that work best for me. She's a tremendous asset to the Desktop Support unit and I always
ST2012084	quick, knowledgeable and courteous
ST2012998	The techie who helped me, Samuel, was absolutely wonderful!

ST2015885	excellent servive
ST2016394	It has taken more than 2 months to get connected to VPN when I got a new DSL line but the CIT staff have been uniformly knowledgeable and helpful, especially Dan Grange.
ST2019718	As always the response was quick, efficient and courteous. Great customer service!!
ST2020103	Pam was great!
ST1890481	Fabulous support - as always!! :)
ST1897709	excellent, fast response.. well satisfied
ST1898136	no comments.
ST1900934	very pleased with response time, and explanation of the problem in non-technical language
ST1907050	Thank you very much for your help.
ST1908468	Compliments to your staff who helped me set up my new Blackberry!
ST1909987	The technician was great, he guided me through the system with ease. He was very confident and knowledgeable during the process.
ST1910244	Joe Gannon is fabulous, as usual
ST1910408	I appreciate the immediate help that was provided.
ST1910957	Satisfied customer.
ST1917059	good work
ST1918296	Keep up the great work -- excellent service!!!
ST1922713	Please continue to keep the Help Desk staff informed, so they can continue to provide excellent service. Thank you.

ST1924551	you guys are still the best, thank you
ST1929966	GREAT CSP
ST1930443	Mike Schreiner and Harry Andre have been so solution oriented in helping me work through this issue. Their responses and followup this week were great.
ST1932769	Thank you for your immediately effective support!
ST1933547	I personnaly want to say THANKS to Bunny Dillon for the timely manner she responded to my request. I am a new hire and her responds to my call was very warm and professional. Also, thanks to everyone @ CIT who may have participated, your services are very
ST1935667	Kudos to Brad Knetl - he was very courteous, very efficient and solved all 3 problems very quickly!
ST1937220	Matt made sure he scheduled this work as quickly as possible due to my problems with my computer going down on me several time daily. He also made sure he set my computer up as was acustomed to again, for my ease in using it. Hopefully, the pro
ST1943280	Chris Escobar handled my request, providing EXCELLENT feedback and suggestions; he also got back to me extremely quickly. He saved me a lot of time checking out headset models and compatibility, for which I'm quite grateful. Top notch customer service!
ST1943436	Outstanding customer service by India Robinson.
ST1943745	Thank you.
ST1946561	Samuel T. Smith at the NIH eRA COMMONS help desk was EXCELLENT. Give him a raise immediately! John S. Massa Associate Director Sponsored Programs University of Iowa Iowa City, Iowa 52242 john-massa@uiowa.edu
ST1948034	I appreciated her courteous and patient approach with me. The answer was quite simple and I was not made to feel like a computer illiterate!
ST1948595	The staff member was enormously helpful and patient. He walked me through the process and checked the outcome to be certain the process/instructions worked.
ST1951306	For the most part, I really do like this new "NIH Help Desk" process. Besides this current issue, I have ALWAYS received prompt and courteous service. THANKS! :)

ST1954704	No, but it was great that the help desk was open Saturday and I was grateful the technician could help me get on line.
ST1970468	Great help!!!
ST1970943	The consultant was knowledgeable and informative. She did help me to resolve my computer problem quickly and efficiently. Thank you
ST1972683	Always a pleasure. While I cannot get the info. I wanted deleted, it was carefully explained to me why and am quite satisfied with the explanation. Service is always wonderful!!
ST1978228	Thanks very much.
ST1980365	Mathew was very helpful. He provided an excellent service.
ST1980473	YOu can't pay people be genuinely courteous, and this person was. Thanks
ST1982809	none
ST1983698	It's so great to have someone patient to work with dinosaurs like me when it comes to technology. Thanks!
ST1984862	Drew is the best!
ST1985300	Carla Fox was outstanding in assisting me with a difficullt problem that I had to take care of for our NIDDK Director. She was exemplary in her ability to come up with a solution for this problem.
ST1985307	The consultant, John, was very knowledgeable and efficient in helping me solve my computer problem. He is an excellent consultant. Thank you.
ST1988386	The techincian contacted in advance letting me know he would be doing my computer set-up. This is my first day at the site and I am good to go. He was informative and very courteous and I ask that you pleae thank him on my behalf.
ST1992392	Excellent!
ST1992734	We are lucky to work with Karen. She is really professional.
ST1994053	Jin is great and was very quick to resolve this matter.
ST1994663	n/a

ST1996663	Derek handled the situation extremely well, he was available to get the needed answers to get the application to pass the edits.
ST1996845	Although this worked I can't seem to access any old messages that I saved.
ST1998488	I really appreciated Ryan's politeness. He knows how to work with a person who is not a technical expert. That skill is very important to me.
ST2002295	Great job
ST2002567	The technician did an excellent job.
ST2002719	Fast, and courteous service. Staci was terrific.
ST2004029	alwasy responsive, knowledgeable, courteous, patient and helpful
ST2005661	I always get good service.
ST2010392	Jason Woo is the best
ST2010798	Service was very friendly, very effective and efficient. You can't get better than that!!!
ST2012293	I appreciate how quickly my problem was resolved. Thanks for your help!
ST2012552	My CSP provided outstanding and super fast service. Thanks much!
ST2013607	The consultant was very knowledgeable and efficient in solving my computer and printer problem. He suggested to me the various stepss to attend to my computer/printer problem. Very outstanding consultant. Thank you.
ST2015110	Carla Fox did an excellent job, as she always has with all of my inquiries. She snswered my question and gave me a list of AO's at NCI that I need to work with.
ST2016562	Matthew Stephens - thanks not only for responding on a Sunday but also resolving my editing problem and be so quick to respond!! Excellent service!
ST2017016	great work and excellent support
ST2018463	Your Help Desk is outstanding. I value your excellent staff so much. The NIHITS II training form only said Bldg. 31, room 6, which was not a complete address. The phone number you gave me verfied the correct entire room number.

ST2019487	I have another problem with phone line 301-402-5917. The same issue with Phn # 301-435-5051
ST2019794	Very fast!
ST2021684	:-) Thanks!
ST2024538	The NIH Help Desk consultant was very knowledgeable and efficient in assisting me with my Outlook/e-mail problem. His knowledge of the procedures completely eradicated the problem in my computer/e-mail. Thank you.
ST2025003	Drew McMillen deserves a raise!
ST2025835	Thank goodness for Rich.
ST1889240	Thanks.
ST1889726	very good service!
ST1891813	I will contact the HELP desk for further assistance the next time I am working from home (I didn't have enough time there today to complete the process of getting my VPN up and running. The technician was most helpful.
ST1893457	My key board is rocking so I need a new keyboard as soon as possibile
ST1893720	Technician saw a problem which I'd missed and fixed everything so that we were able to get a hot rush project in FedEx by Friday evening! Thanks so much. Your team is great! Virginia Wills
ST1896896	Very happy with support since I've been here
ST1899713	Mike Dixon was very helpful and patient in trying to figure out my computer problems.
ST1899883	Very excellent help as usual.
ST1904599	Thanks for your help. I really appreciate it.
ST1907281	Wonderful service!

ST1910463	Drew McMillen thinks only of his 'customers' and their needs. He is always quick to reply and maintains a superior level of skill and knowledge. He makes my work easier because my computer is built soundly and runs without fail. Even the simplest question
ST1913119	Got me up and running without any hitches. Thanks!
ST1917046	Excellent service and turn around time.
ST1922801	Thanks for her support i am just so glad she is on my team good job.
ST1923759	I did not speak with anyone it was through an email communication but the problem was solved efficiently.
ST1924537	best service I have had in a long time!
ST1930092	Everyone is always helpful when I call for assistance. I like the fact we are issued a ticket number for reference it especially helped when my portable phone died and I had to call back, it saved a lot of time, mine and the CIT staff.
ST1932067	Both consultants were extremely courteous and patient and the problem appears to be solved.
ST1938017	Excellent, fast response
ST1940529	Great help!
ST1945471	Thank you
ST1952997	A call was placed using the telephone number given and a ticket was placed immediately to address my concern. I am most appreciative and will see what happens. Thanks! Dr. Kamela Davis 2-10-06
ST1957211	As with every query I have had since communication began with this organization, I have been very pleased with the prompt and pleasent responses.
ST1957680	Thanks to Alex, we were able to solve the problem. We had tried maximizing an earlier emailed version of the form, without success.
ST1963723	I have always received a very quick and courtious responce. GREAT JOB. I do have a suggestion though when we have someone on site and they fill the help desk tickets that we receive a survey for them. We have had several times the ticket wasn't complete
ST1963754	Jiao provided me with great service.

ST1964884	Jason Sigler demonstrated outstanding knowledge, understanding, patience, and persistance in working with me to successfully solve my IT problem.
ST1968509	Very Good!
ST1971702	Patty and Randy are always very efficient and helpful. They always go the extra mile with a smile. Thanks.
ST1973911	DCS always get fast and courteous service.
ST1974645	I did not speak to anyone personally, therefore question number 1 really does not apply in this case.
ST1977312	He was a very patient person and has a comfortable voice. Thanks a bunch!
ST1984708	The issue was resolved very quickly. Thank you for providing such prompt service.
ST1988157	thanks john
ST1989017	I was very appreciative of his support. He was very knowlegable of the eRA Commons system as well as the grant.gov system. He even understand where I was coming from at the agency level as an end user. All 3 were necessary to give complete answers to my q
ST1989374	Mr. Woody was extremely helpful and prompt. He did a great job. I really appreciate the help.
ST1990055	It was quick and excellent. Thank you.
ST1993412	helpful, courteous, knowledgeable
ST1999515	I appreciate the quick response I received to my question. Thank you.
ST2000170	Thanks - perhaps given the circumstances, 3 hours might have been a heroic effort, ya know?
ST2000334	No they were excellent!
ST2002712	Great service! Prompt, courteous and solved the problem in no time.
ST2002882	The service rep. helped me with the problem with no pain whatsoever. Thank you.

ST2010395	The problem on my machine was resolved successfully. However I failed to access the lab folder last night. What is "Rebooted Robin"? I asked people around but they don't know either.
ST2018270	Brad was excellent, responded very quickly and fixed the problem. Very courteous - always asks me to check and see if it is completely fixed. He is terrific!
ST2021069	Thanks for your help! Ginny
ST2024090	I liked that fact that he told me what his process was going to be and that he would call me back. He followed through with that promise and resolved my problem. Thanks,
ST1890542	I really appreciate Michael's help we was very kind. Unfortunaly I did not ask for his last name. People like him should be working at NIH HELP DESK all the time.
ST1891756	Pam was very patient in resolving this issue. Thanks!
ST1895446	The User Administration Web module does not have a Help with information.
ST1900314	very thoughtful and patient. thanks, g
ST1901634	it is really nice to have a prompt response to a problem and also to have it taken care of by a csp with a good attitude.
ST1901788	Ed Green is an excellent support provider
ST1903172	I will ask our CSP, Rich Welty, to follow-up with Matt, regarding the operating system and possible solutions to Center Server backup.
ST1903528	Angeline was wonderful. She allowed me the time to explain my issue and was very gracious in her responses to me. This issue was resolved. Thank you for asking, Tina
ST1907199	Mr. Charles Taylor is fantastic. This problem has been going on since the first of December with no resolution. Mr. Taylor corrected the problem after having received it this morning and about 20 minutes of work over the phone with me. Thanks to him an
ST1911541	Great job!
ST1913662	thank you
ST1915490	N/A

ST1917067	The consultant was polite and followed up on the matter. Luckily, the system corrected the problem before the helpdesk could figure it out.
ST1917490	John was very helpful, friendly and courteous -- a pleasure to work with. Although we could not finalize the sharing of the folder, he informed me what needed to be done. Once I check with my supervisor, I will call the help desk again for further assis
ST1919758	Brad is excellent and so customr service motiviated - I am very satisfied with the service
ST1920893	I followed the instructions I received via e-mail (since the phones are dead) and they worked. I'm able to access the forms. Thanks so much. I really appreciate your timely help and especially that it was resolved with the initial response.
ST1926212	Mr. Troy Laskoski was the technician who worked with me. He was excellent and I applaud him on doing in outstanding job. Elaine Sirkis
ST1926917	keep up the good work.
ST1928231	Thank you Dan for walking me through the process so I wouldn't have to bring it in after I needed it, again.
ST1928729	It would be nice if customer service exchanges greetings before asking for the customer's last name in the beginning of each phonecall. Just a quick hello would be more friendly.
ST1931496	Service tech was very courteous and responsive to my concern.
ST1932538	I want to thank Jason Sigler for his willingness to help resolve this issue. He not only sent an email to find out the issue initially he called the traveler and sent a followup email to see if the issue got resolved. Thank you Jason
ST1934444	I got a phone in less than 10 min, was really happily surprised. Thank you, Laurence
ST1935691	Thanks for the help!!
ST1936750	Marc is a great guy and one heck of a good sysadmin guy.
ST1937236	This was an annoying problem to me and everyone was very helpful!! Thank you
ST1937541	Keisha was extremely courteous, helpful and professional. It is always a pleasure to be assisted by computer technicians that are highly knowledgeable and professional! With sincere appreciation...Dianne Gray, Contract Specialist
ST1937619	Thank you, Daniel

ST1941239	We really appreciate Morgan's help. Thank you!
ST1946745	Satisfied for now. Thanks.
ST1948077	I think you're doing a great job, thank you.
ST1948642	The response from the consultant was immediate, courteous, and accurate. Thank you! Perfect.
ST1951652	Nicely done!
ST1954143	thanks for the quick response. Great job!
ST1954246	CIT staff did an excellent job. I am always fortunate to have such competent and pleasant people assist me with questions. Thank you.
ST1955371	Always excellent help. Thank you.
ST1955955	I could not believe how fast this request was executed! It was very dark in the area and light was really needed to operate the machinery in use there.
ST1958156	Andy Anderson is a great CIT technician. He was very courteous and I received expert technical help to my problem.
ST1966571	No complaints -- Ray Wilson (NIA) and the CIT tech with whom I spoke over the phone were both very helpful and courteous in dealing with a potentially very embarrassing issue. Thank you!
ST1966715	Since this request was placed through the IT Pro line it would have been good to have received an explaination about what was wrong.
ST1969834	Thank you all for accomodating my request. There was some initial confusion about what group this ticket should be assigned to, but it was resolved soon enough. Also, special thanks to Chuck for explaining the solution very clearly and answering my ques
ST1973696	Many thanks.
ST1974578	EXCELLENT customer service and expertise. The technician understood what I was attempting to do even though I could barely explain it. She was patient, thorough and friendly.
ST1974659	The comment that I need to notify the Helpdesk in a timely way was not appropriate. I don't know what that has to do with anything. This has been happening regularly for 3-6 months, and was not an emergency.
ST1974728	Thanks

ST1975718	Thanks for a quick response to my inquiry. It would be nice if our system will have an automatic procedure to notify customer of any response to leave request without getting the attention of the timekeeper. Regardless, I appreciate the information and re
ST1983651	Next week I will be moving to a new office and will be assigned a new CSP. Is there any way I can take Chris with me? He is an exceptional CSP!
ST1987083	While the problem was related to an outside server issue, and was resolved before need for NIH involvement, I was very satisfied with the quick response via phone call to my home (I was on flexi place) and the professional attitude of the caller. Thank y
ST1991496	The technician was very helpful and knowledgeable. Thank You!
ST1991620	Was very pleased with efforts to fix problem. The IT people kept working on it until they found a solution.
ST1992485	Andrew walked me through the problem step-by-step. Great customer service.
ST1994278	I never dealt with anyone directly since this was a request for a VPN. It might help to give more written and clear directions on what to expect when installing the VPN client. I was installing at home and the Help Desk was closed. I got everything instal
ST1998733	Paul Graves, Ray Danner, and Bob ? were superior in resolving the problem. It was quite gruelling and time consuming but they persivered until the problem was resolved.
ST2002157	Thanks so much!!
ST2003887	none. thanks for the help.
ST2005462	The representative was very helpful and supportive.
ST2006325	Thanks for your help!
ST2008219	Cheryl was very responsive to my needs and was available to correctly answer additional questions I had about the telephone set programming.
ST2010256	Very pleased with the help that I received. I was talked through on setting up filters and not expected to know how to do this myself.
ST2010962	As always, the response was quick and very courteous. Also, I find the members of the support staff (desk support and help desk) to be very thorough.
ST2015598	Ed Green is very professional and efficient. A pleasure to work with.

ST2016680	Ryan, I couldn't believe how fast it was to complete this ticket. I really appreciate the professionalism demonstrated by the HelpDesk Desktop Support.
ST2016980	You guys are great!
ST2021614	Joe Gannon is a real pro. His knowledge is outstanding, and is matched by his interest in the customer.
ST1898658	just a comment on question 1. i never spoke to anyone, it was all done via computer.
ST1904662	She was terrific! Give her a raise!
ST1907252	The consultant was very nice and helpful.
ST1907884	Prompt, courteous, and effective. Much thanks.
ST1911020	I appreciated all facets of Michael's assistence in re getting JMP re-installed on my my pc!~
ST1911354	Matt is always very willing to assist when our regular CSP is out.
ST1914959	Your representative was very knowledgeable in her field and very very patient. Thank you. B. A. Washington
ST1914968	always polite and efficient and knowledgeable
ST1917234	Thank you.
ST1917868	No, in fact, I was very impressed by the service that I received. Keep up the good work!
ST1920791	Mike was most patient, courteous, and encouraging and and guided me through the process until I understood and could do it on my own next time. Give him a raise!
ST1924515	Just a great experience -- keep up the good work and thank you!
ST1932648	I don't remember the lady's name but she was extremely helpful and professional. Thank you!

ST1934653	Much appreciated!
ST1936444	Brad Knetl was terrific - very professional and fast!
ST1936464	This was increadibly easy. Thanks for the help.
ST1937305	I don't know if the service can be improved on that I got, but I have had that problem for about 6 months and after all the requests that I had made prior, I got no help at all. The problem that I had was solved in about 10 minutes time and I am very ha
ST1938462	This is perhaps the best service I have received in any capacity in some time! Kudos to your computer folks.
ST1944948	John was patient and quite knowledgeable - he was perfect !!!
ST1945592	I was requested to contact Data Warehouse for the information.
ST1953240	The consultant who helped me was nothing short of WONDERFUL! She was patient and very efficient. Thanks
ST1953639	I really like being able to follow up with a particular consultant. It makes me feel like more than "just another job", and it demonstrates a genuine concern with customer satisfaction. Thank you!
ST1955351	If I am provided an extra toner cartridge, I can easily (and would be glad to) replace it myself. This would eliminate this type of non-technical help call and free Jewel's time to address actual technical problems. This would also allow me to continue u
ST1957210	none
ST1960280	Jossy exemplifies DCS. And, that is a "good thing".
ST1960291	Please let Ryan know how much I appreciate his prompt and professional assistance in repairing my network connection problem. He was able to get me reconnected in less than 5 minutes following my call to the Help Desk. Dennis Black
ST1960420	I do have a serious comment. I connected to Outlook this morning at my home and every time I tried to compose and send a message the system locked up. This is not the first time this has happened, and I certainly hope something can be done quic
ST1968637	We very much appreciated that the consulant took the time to clarify the procedue and to provide accurate guidance so that the outcome was what we wanted.

ST1970906	I am delighted by the outstanding assistance I receive. I never feel that a question is too silly to ask or that I will not be assisted. You guys are terrific. Thanks!
ST1971947	I solved the problem on my own by trying different network settings on the mac (4 days after logging the request.)
ST1973598	James was extremely helpful and knowledgeable. I have never had better, more courteous, more helpful service. He is quite a star and should be considered one of your best!!
ST1976386	just keep up the great work support.
ST1990113	Thanks!
ST1991918	I am assuming my survey responses refer to Mukesh who has been facilitating my computer use for the past week. No room for improvement. His talent is noteworthy and his personality is well suited to customer assistance and satisfaction. Thanks.
ST1994197	This is a continuing problem with printer operation.
ST1996422	I enjoyed my class.
ST2006959	I must admit I don't always fill out the customer survey after each Help desk response. I am extremely satisified with the service that help desk provides, they are always courteous, efficient, and helpful. Thank you!
ST2008109	Brad Knetl has been extremely helpful in resolving my computer difficulties. Brad is always courteous and responsive. I can count on him to keep me informed on the progress of my requests as well as a timeframe for their resolve. I appreciate all the work
ST2009333	Brad Knetl is excellent - very knowledgeable and accessible - it has been very helpful having him in Bldg 31 three days a week.
ST2010922	Cathy was extremely helpful in all steps along the way to have this resolved.
ST2015901	It helps to have patient and courteous listeners like Lawrence to help us find workable solutions. Thank you.
ST2018329	Very fast service. Was up and running within an hour of submitting the request.
ST2018425	Randy Francini is always helpful, courteous and prompt at resolving issues! :-)
ST2020176	Laptop worked perfectly, was able to connect to my home wireless network as well without any difficulty! Thanks. -P

ST1864789	Great job, and thanks for all the help in this.
ST1881499	Drew McMillen is the smartest and most diligent worker at NIEHS. He is knowledgable and fastidious and I appreciate his skills and manners. He is irreplaceable.
ST1889937	Very good service, thanks
ST1891028	Again your office has done n outstanding job. I thank Mr. Nikitkin for his professional skill and couteous help.
ST1895057	Randy is absolutely wonderful. He is my hero. --Shirley Forehand
ST1899911	I have always received excellent service on the occasions that I have contacted CIT. In this instance, it was not only excellent but also exceptional. Many, many thanks!
ST1900312	In the two days that I have been in this office, CIT has provided me with an outstanding service. Thank you.
ST1901814	the fast service was appreciated.
ST1901898	Great work!
ST1902463	Excellent response time and customer service. Keep up the good work.
ST1904118	It's great to always receive fast service from the NIH help team!
ST1907723	Keith is always helpful and willing to assist.
ST1912026	Excellent Customer Service given. Thanks.
ST1912580	Thanks Drew and everyone who gave you the info to solve the mail problem
ST1914323	I appreciate the efficient way my IT inquiries are always handled.
ST1914546	Thanks for your prompt response and help last night and this morning.
ST1917039	very nice work

ST1917484	Nicely done Todd. Also, I have been very remiss completing these notices after CIT staff interactions. My experiences are always positive! I'll do better in the future. thanks. J
ST1917865	The consultant assigned to our Branch consistently respondes in a timely, efficient and courteous manner. The effort applied to this specific servive/support requirement was no exception.
ST1921929	Kevin's been terrific. I have so many things going on with IT, I'm not going to respond to all of these unless there's a reason to. sk
ST1923086	Thanks very much.
ST1923994	This guy (Dan Gange?) was extremely knowledgeable and efficient. Absolutely a gem. The best computer help possible.
ST1925402	As always, Pam is Perfect!
ST1942026	Request was handeled in a very expedious and helpful manner.
ST1942299	This helped to narrow down the problem. It turned out to be a problem with IE settings. I needed to add "disable script debugging (other)" in the advanced settings.
ST1943329	Relay to Ryan Harvey that he was very helpful to me. I really appreciate his professional assisstance. Dennis Black
ST1945404	Today when I went into DW the printing worked. I want to thank Jason Sigler for responding so promptly and Oscar for reporting the problem to the Help Desk. Hopefully I won't have any more problems.
ST1946170	Very quick diagnosis and resolution of problem - Great Job
ST1948456	The consultant was very helpful.
ST1955398	I appreciated the prompt and follow-up assistance provided.
ST1963382	Thank you for your help.
ST1965057	Your group does a wonderful job with customer service. You should all be commended for your attention to detail and the friendliness of your staff.
ST1967202	The computer apparently had to be reset after the weekend update(s). The coworker turned the desktop printer off and on. Then it printed.
ST1968073	Randy Franchini is very pleasant to work with.... Thanks Randy

ST1980349	The consultant was very patient; thank you!
ST1983052	I appreciate Karen's quick response to this issue.
ST1985632	Unrelated to this request, I wanted to mention that I receive excellent support on M-F, but weekend support is minimal. The people answering the phones on weekend need better training. They also should send surveys like this, but do not. Thanks.
ST1987898	Ray Danner is a Real Pro at NIHTSO!!
ST1989487	Thanks for acting on this matter quickly. It is most appreciated.
ST1990188	Service with a smile and efficiency. Thanks!!
ST1992812	Please include the computer name, location or NIH # so that I can identify what, which and why. Since this update is not requested originally by me I have no idea what happened. I understand that CSP is doing my favour and entered the request for me. I ap
ST1993466	None
ST1996549	Rich Welty's expertise and problem solving abilities are indispensable to our operation. He is a wonderful resource that helps keep us operating.
ST2002856	John was very courteous and helped me resolve the problem immediately.
ST2003170	just great. thanks so much. quick, courteous.knowledgeable
ST2004106	Karen is always a pleasure to work with.
ST2008817	thank you!!!!
ST2009531	Your survey should include "Not Applicable" on some or all of the questions. I submitted this ticket myself and their was no contact between the help desk and myself. The first question was whether they were courteous, which can't be answered by either "Y
ST2012394	John was very courteous and solved my problem quickly. Thanks!
ST2012702	the matter was very quickly addressed (someone came right away), the resolution was speedy and extremely helpful thank you

ST2015449	thanks
ST2023677	no
ST1862172	I think I know what this is about, but am not completely sure given the very sketchy information provided from you e-mail. If this was about a resolution to a problem signing a particular PI here up for eRA/Commons then all was done to my satisfaction.
ST1892076	I am very pleased with the assistance that I receive from the Help Desk!
ST1892568	Thank you very much!!! Have a nice day...
ST1893919	Couldn't install the Spam ware myself so it was suggested I email again. Original OIT article has incorrect email address.
ST1896582	Thank you
ST1900736	Very good person. excellent service. Thank you for your helping.
ST1901231	Thank you very much..Mr.Jason Woo is always so helpful and efficient.
ST1904556	This spoof email (indicating that the mail server was unable to deliver a message - when I did not actually send such a message) is not listed in the FAQs. In fact, nothing is found when searching "spoof" in the FAQs. It might be something to put in the
ST1904677	Service was outstanding -- can't imagine any improvements.
ST1909015	James was very patient. His knowledge about computers and systems allowed me to resolve my current access problem; educated me as to why I could not access my work network files; and will allow me to talk about technical issues with my supervisor.
ST1910094	Ryan is my new best friend :-)
ST1910939	Very satisfied customer.
ST1912086	Excellent Customer Service given. Thanks.
ST1912239	I am always looking for ways to handle my data more effficently and Drew makes that possible. I get to spend more time doing experiments and less time smacking my computer! His support and thoughtfulness are two irreplaceable qualities in the workforce. P

ST1912423	Resolved within 10 minutes and thank you very much. The request was very much important to my work. Thanks a heap!
ST1914056	I was very pleased with the efficiency of this CIT help desk peson.
ST1914548	Stacy is truly an asset to your organization. She was so polite and courteous and even laughed at my attempt to joke with her. She's a keeper!!!
ST1914885	Very knowledgeable and patient.
ST1916993	thanks m uch
ST1919443	No improvements needed as far as I can see, I commend Stacian Williams-Daye, she set the bar really high for coustomer service, after spending hours on the phone instructing how to, we came to a point that instructions were not sufficient, she then had me
ST1924506	Alex provided outstanding support. He was patient, walked me through what I had to do and it turned out just fine.
ST1924724	Thanks!
ST1931486	He was great and deserves a BONUS! I was nice speaking with him and he was so helpful. I'll rate him with a "Hi-5" and 100%. Great JOB!
ST1933012	I had to go through several people, but did finally get the right contact number for the repair - Verizon Repairs.
ST1934449	I was actually looking for the NIHMS site in PubMed central. Thanks.
ST1936329	Thank you so very much.
ST1944597	Deborah went above and beyond in fixing my computer "ailment". Service was performed promptly and my computer now works beautifully!
ST1956169	Jason Woo is great!
ST1956198	Jason Sigler was very responcive for a non--typical problem. Thank you
ST1957692	Deborah was excellent!
ST1957856	None

ST1959469	Pam, the technican was very prompt and provided effective support. Thanks a million!
ST1962681	The consultant was very helpful.
ST1964643	Thanks for being so helpful!
ST1968813	It's always a pleasure to work with Randy Francini
ST1969718	I would like to know what caused the problem.
ST1972457	It would be helpful if Blackberry issues could also be handled by the excellent NIH help desk staff; it appears their related issues are Institute- and contract-specific.
ST1972675	Excellent help as always. Thank you.
ST1978289	Very courteous and very responsive and quickly resolved. Thanks!
ST1979618	I just wanted to say that so far my experiences with your help desk has been very positive. your people are extremely knowledgeable and very patient. thanks so much for the help now and in the future. Eileen Ball
ST1980628	Thanks for getting back to me as soon as you did. Due to urgency of request, I had another AO put it in for me.
ST1985631	Ed is an excellent IT support person
ST1988681	I finally received the message with the reset password. Sorry for the previous message. Thank you very much.
ST1989121	My experiences with The NIH Help Desk staff have been great. Every agent I have spoken with, assisted me in a very professional yet pleasant manner. This staff is very responsive and provides excellent customer service. Thanks for all that you do.
ST1990356	Thanks for all your help and keep up the good work....
ST2001600	Very prompt. Was familiar with the problem and fixed it quickly. Very pleasant person.
ST2002984	Extremely helpful and communicative.

ST2005639	Outstanding and prompt courteous service provided!
ST2006322	Thanks
ST2006625	Thanks Bryan, for empowering me to fish and teach others. I appreciate it.
ST2013860	Good going. Keep it up.
ST2015347	excellent service, very prompt
ST2015912	The technician was very courteous and helpful.
ST2016308	She was outstanding!! Thank you for the service.
ST2018125	no additional comments
ST2018397	You should be proud of your desk side support. They are always very quick to respond, efficient, and most courteous.
ST2023224	Excellent service as usual.
ST2024228	I was able to resolve the problem myself, but the person at the other end was very courteous and pleasant. Thank you.